

CMST 4430
Dr. Taira Koybaeva

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Office hours: By appointment

RECOMMENDED BOOKS:

Emotional Intelligence, Daniel Goleman- an essential to dealing with today's business or personal environment. You will be using his concepts for the term paper and presentations.

Nonviolent Communication: A Language of Life, Marshall Rosenberg- Teaches essential communication skills for any setting.

Destructive Emotions: How can we overcome them?, Dalai Lama and Daniel Goleman.—an in depth look into destructive emotions, where they come from and how to deal with them.

Global Negotiation: The new rules, William Hernandez Requejo and John L. Graham.- Contemporary with advice from practitioners and great examples.

Course Objectives:

This class is designed as a self-development workshop. It is for those who are seriously interested in gaining additional skills and vantage points in order to be successful in already rapidly developing globalization. This class will be heavily slanted toward SELF DEVELOPMENT in the INTERCULTURAL setting. "The Other culture" may be another gender, organizational culture, or another country altogether. It will also be very much about developing communication skills. This class is not about "negotiation tricks" to get people to "say yes." The outcome of this class is NOT INFORMATION, it is UNDERSTANDING and SELF-DEVELOPMENT needed to deal with the new reality.

The major objective of this course is to develop your awareness and thereby increase your negotiation skills in a global or domestic setting. Negotiation, in this class is defined as process of interaction with the world of information, people and material reality around us. So essentially, we will be increasing your communication skills, listening skills, and other "soft" skills. Because the world is increasingly globalizing, there is a severe need to rapidly improve our understanding as to how to deal with "the other". We will do this through increasing your Emotional Intelligence (EQ), Heart Intelligence, and Cultural Intelligence (CQ). Specific objectives include:

- 1) Increase your awareness and understanding of "what is going on in other people's heads."
- 2) Learn how to "read the room"
- 3) Increase your ability to make yourself understood across cultures (national, organizational, ethnic and even gender cultures).
- 4) Perceive the internal logic of other cultures and points of view, and therefore be more able to discern others' needs in a negotiation setting;
- 5) Build effective interpersonal relationships, especially across cultures;
- 6) Develop a strategic approach to career building in a new globalized world that open the doors in business negotiations and getting a job;
- 7) Recognize ethical issues in communicating with someone from another culture;
- 8) Increase your know-how and expertise for deal making in multicultural environments.

Your Part: Take responsibility for what you learn from the course. It is geared to give you cutting edge information of what is hot today in a global career development market. The course is useful only if it is **personally relevant**. It is only the first step in becoming an interculturally competent person. What you learn from lectures, discussions, and readings is meant to be integrated into your "real life" experiences. If you do this, it will change your outlook on life and increase your future success.

How I Teach: This is not going to be a usual class where a professor can impersonally present materials and you take impersonal multiple choice tests. I teach this class like a professional workshop: you will be

put on the spot, your “personal bubble” will be threatened and you might feel uncomfortable. I expect directness, as I myself will be direct. Do not get offended with my comments/criticism—I am here to help you improve and tell you what others won’t and consequently silently watch you make mistakes. If you are not ready for that kind of interaction, this class is not for you.

Grading:

Giving an “A”: I practice what is called “giving an A” in *Art of Possibility*. This means we don’t focus on the Universe of Measurement, but on a Universe of Possibility. Michelangelo said “every block of stone has a statue inside it and it is the task of the sculptor to discover it.” Everyone is unique, cannot be compared to another. Most education today focuses on stuffing you with information. It is, in my view, an old and ineffective style of learning. In this class we will practice an inner directed learning. **What makes one a genius is not about how much information we can stuff into our brain, but how RECEPTIVE we are to the essence of what is presented to us. It is the ability to discern “the truth of the matter.”** The focus of this class is on intense work to reveal and hone each person’s specific talents and bring out their own genius and ability to discern truth for yourself.

This doesn’t mean you will slack off, in fact you might end up working more intensely in this class than in any other. There will be assignments, but they will not be graded on “quality” as each person is distinct. The effort you put in is the true measure of quality. The work that you put into each project depends on your dedication to your talents and you life, and therefore up to you. You cannot help but get an “A” if you are committed to discovering and honoring your uniqueness. This will not only increase your competitive status in a globalized world, but improve your life as a whole.

“An A is not an expectation to live up to, but a possibility to live into”—*Art of Possibility* (Zander & Zander)

Presentation and Term paper: You will have one group presentation and a term paper- together worth a 100 points. The instructions for that will be on Canvas. You will be able to meet with your groups (assigned to you) on the days indicated on the syllabus. **A word of warning, I grade the presentation and the paper based on what I consider qualifies in a professional setting (I am very tough grader).** I want you to get a doze of reality in how much will be required to succeed in the professional setting.

Assignments: As long as you do the assignments you will get full credit. The quality is up to your dedication to your professional growth. You must turn in the assignments as directed (either Canvas or hard copy depending on the assignment), so I would encourage you to attend regularly. The assignment descriptions and deadlines will be on Canvas. **If they are not turned in on time, you will get zero points, please take note of this, many people didn’t get the grade they expected in past semesters even though they were only minutes late.** The nature of the assignments is to help you internalize and apply the concepts.

Attendance: I do not take attendance, so skip the class if you will be physically present but mentally absent. **I do not allow texting or social media done during class unless it is part of the assignment.**

How to get an A: To insure an “A” do all the assignments and have near professional quality on the presentation and term paper.

At the end of the semester, please, no begging to change grades. I will not respond to these emails.

GRADING CURVE:

100%-94% = A

94%-90% = A-

89%- 86% = B+

86%- 83% = B

83%- 79 = B-

79%-76% = C+

76%-73% = C

73%-69% = C-

69%-66% = D+

66%- 63% = D

63%-59% =D-

59%- 0%=F

Topics: We will try to cover all pertinent material without losing quality of learning. I will spend more time on a topic if I feel it is beneficial to the class. The topics are outlined below, but they are not carved in stone. The structure of the class will come from what will be done daily: there will always be some theory, some discussion, and some practice.

1. Syllabus
2. Why this class?
3. Heart Intelligence
4. Emotional Intelligence
5. Negotiation and Culture
6. Non-Violent communication

COURSE OUTLINE:

| Date | | |
|--------------------|---|------------|
| Tuesday 1/7 (1) | Getting acquainted, going over syllabus, going over the relevance of the class to the student | |
| Thursday 1/9 (2) | Why This Class | |
| Tuesday 1/14 (3) | Why This Class | |
| Thursday 1/16 (4) | What is Negotiations | |
| Tuesday 1/21 (5) | What is Negotiations | |
| Thursday 1/23 (6) | MEET IN GROUPS | |
| Tuesday 1/28 (7) | Heart Intelligence in Negotiations | |
| Thursday 1/30 (8) | Heart Intelligence in Negotiations | |
| Tuesday 2/4 (9) | Emotional Intelligence in Negotiations (overview) | |
| Thursday 2/6 (10) | Emotional Intelligence (reading emotions of self) | |
| Tuesday 2/11 (11) | Emotional Intelligence (reading emotions of self) | |
| Thursday 2/13 (12) | Emotional Intelligence (managing emotions of self) | |
| Tuesday 2/18 | MONDAY CLASS SCHEDULE | |
| Thursday 2/20 (13) | Emotional Intelligence (reading emotions of others) | |
| Tuesday 2/25 (14) | Emotional Intelligence (managing emotions of others) | |
| Thursday 2/27 (15) | Negotiation and Culture | |
| Tuesday 3/4 (16) | Negotiation and Culture | |
| Thursday 3/6 (17) | MEET IN GROUPS | |
| March 3/10- 3/14 | SPRING BREAK | |
| Tuesday 3/18 (18) | Negotiation and Culture (Cultural Matrix) | |
| Thursday 3/20 (19) | Negotiation and Culture (Cultural Matrix) | |
| Tuesday 3/25 (20) | NVC | |
| Thursday 3/27 (21) | NVC | |
| Tuesday 4/1 (22) | NVC | |
| Thursday 4/3 (23) | MEET IN GROUPS | |
| Tuesday 4/8 (24) | MEET IN GROUPS | |
| Thursday 4/10 (25) | Class Review | |
| Tuesday 4/15 (26) | Presentations | Groups 1,2 |

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| Thursday 4/17 (27) | Presentations | Groups 3,4 |
| Tuesday 4/22 (28) | Presentations | Groups 5,6 |
| Thursday 4/24 (29) | Presentations | Groups 7,8 |